



Donations policy

Donations from the public are an essential and valuable source of revenue for the Cathedral.

The Cathedral Board undertakes to seek and accept donations in a way which protects the reputations of the charity and encourages public trust and confidence in the charity and in charities more generally. This includes following the law and recognised standards, protecting the charity from undue risk and showing respect for donors and the public.

The Cathedral Boards undertakes to respect the following **principles** with respect to donations

- Information about the charity's charitable purpose and activities will be made freely available.
- Charitable donations and gifts will be used for the purposes for which they were donated.
- The Cathedral Board will take responsibility for its actions and will be capable of explaining, clarifying and justifying those actions.
- The Cathedral Board's trustees and management will explain and account to donors and the public for The Cathedral Board's actions.
- The Cathedral Board will operate in an open, frank and honest way and will ensure that transactions, operations, information and communications are easily understood by donors and the public alike.



- The Cathedral Board will clearly identify to donors and the public how donations will and are being used.
- The Cathedral Board will provide ways whereby those interested can easily contact The Cathedral Board.
- The Cathedral Board will have a procedure in place to address complaints.

Donors and Donations

The Board will make sure that the Cathedral takes all reasonable steps to treat donors fairly, enabling donors to make informed decisions about any donations. This includes taking into account the needs of any potential donor who may be vulnerable or who, due to his or her circumstances, may require additional care and support to make an informed decision.

If there are reasonable grounds for believing that an individual lacks capacity to make an informed decision to donate, a donation will not be taken. A donation given by someone who lacked capacity at the time of donating will be returned.

The Board shall ensure that:

- the Cathedral will accurately describes the purpose of any fundraising;
- donations received are used to further the charity's charitable purpose;
- where donations are made for a specific purpose, the donor's request is honoured;
- where the Cathedral invites the public to donate to a specific cause, that the Cathedral has a plan in place for handling any shortfall or excess and is able to inform donors about this;
- where all of the proceeds of an event are not going to the cause/charity this shall be made clear to donors;



Complaints and feedback procedure

The Board shall ensure the Cathedral has clear, transparent procedure in place to enable interested parties to notify the Cathedral of their complaints, questions or comments. These procedures shall include systems to ensure that all complaints are responded to and addressed promptly, within a specified time frame.

Public or donor complaints shall, in the first instance, be addressed by the Cathedral in a prompt manner. Where the Cathedral's initial response does not satisfy the complainant, the Cathedral shall provide clear information about the next level of the complaints procedure, as applicable.

If an individual is not satisfied with the manner in which their complaint is handled by the Cathedral concerned, they shall be advised of their right to raise a concern with the Charities Regulator.

Where, in the course of examining any matter, information comes into the possession of a Member of the Board, that causes the person to form the opinion that there are reasonable grounds for believing that an offence under the Criminal Justice (Theft and Fraud Offences) Act 2001 has been or is being committed, the person must notify the Charities Regulator in writing.

Legal obligations

The Board undertakes to conform fully to all relevant legal requirements and, including - but not limited to - obligations under charity, labour, equality, and data protection law.

Financial controls

The Board shall ensure the following:

- The Cathedral keeps proper books of account, which correctly record and explain transactions;
- Internal financial control procedures are in place to ensure that funds are used effectively and to minimise the risk of funds being misused;
- The charity reports annually to the Charities Regulator.